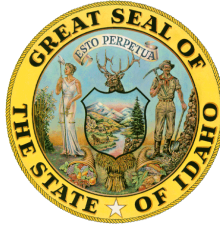# State of Idaho

# Information Technology Strategic Plan

## 2009

Idaho Citizens easily access information
and services through technology

*Information technology increasingly enables all aspects of government. If we are to be successful, a **one state, one team** approach is necessary to optimize the State of Idaho's IT resources across all boundaries.*

*With the continuing evolution of technology, there are constant opportunities for the State to improve its operations. We need common-sense solutions that capture those opportunities to deliver efficient government to citizens.*

*Our State government has accomplished great things for Idaho and technology has been a key component of our successes. I look to the IT Resource Management Council, with support from IT staff in all agencies, to find those approaches to technology that best serve our citizens.*

C.L. "BUTCH" OTTER
Governor

## Vision
## Idaho citizens easily access information and services through technology.

Meeting demands and accommodating emerging technologies requires new management approaches. Idaho State Government is poised to capitalize on opportunities and build upon prior successes to improve the manner and form of digital services and information.

An information technology (IT) infrastructure that is robust, secure, and reliable in its ability to support services and access to information can best be accomplished in a shared, organized manner. Idaho citizens and businesses view the State as a single enterprise, not as a collection of separate agencies. To make that view a reality, the State is adopting an enterprise approach to managing information technology.

This vision translates to the conceptual framework depicted below.
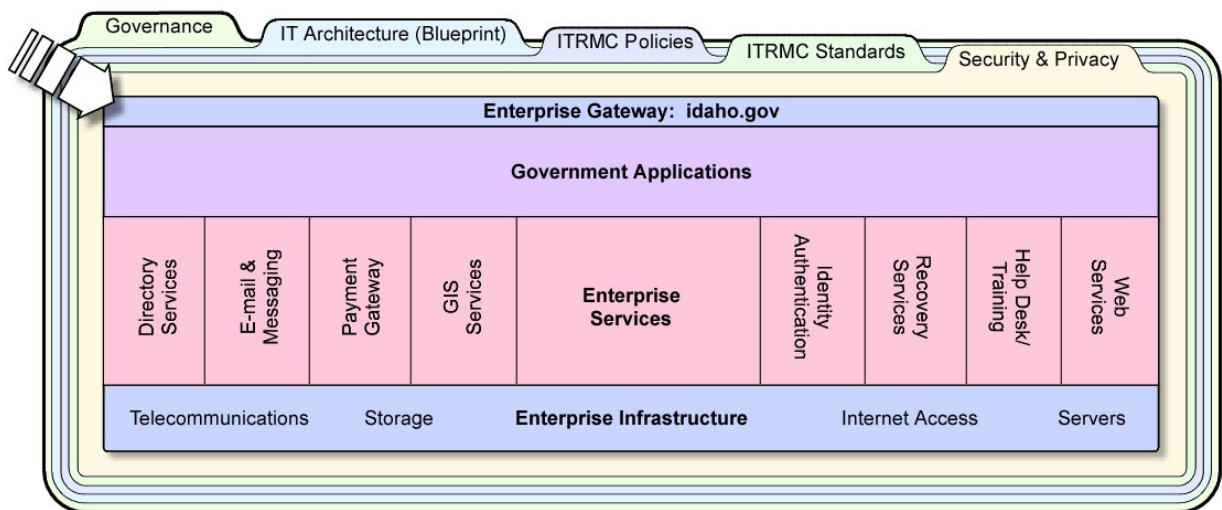
# Goal – Simplify delivery of government services and information.

Citizens and businesses expect government to be accountable, accessible, and convenient. Furthermore, they demand cost-efficient delivery of information and services.  In order to meet these expectations, the State will build upon past successes and employ innovative information technologies to organize and deliver services.

The State's official web portal, *idaho.gov*, made its debut in 2000 and received national recognition as one of the best-designed state websites. Through incremental improvements, a broad range of services and access to information are available. We will build upon the success of *idaho.gov* through adoption of fresh approaches and innovative service.

*Official web portal of the State of Idaho*

## Goal – Manage information technology from an enterprise perspective.

Idaho's citizens and businesses expect the State to efficiently acquire and deploy the technology necessary to provide timely service and fulfill their needs. New capabilities and technologies require an enterprise approach that enables agencies to focus on its mission.

## Goal – Safeguard the privacy and confidentiality of information.

Our citizens and businesses have a high expectation that the State will appropriately secure its digital government services and assure the availability, integrity, and confidentiality of their information. We will meet these expectations through secure technology, sound privacy policies and best practices for the protection of information entrusted to the State while providing greater access to convenient government services.

Technology attacks targeted against the State occur regularly and can have serious consequences if not countered. Unexpected catastrophes, such as natural or man-made disasters, can also cause severe disruption if the State is not prepared. Countering such threats requires the development and implementation of a common and coordinated security/recovery strategy.

## Goal – Promote collaborative relationships among State agencies, public and higher education, and local governments.

The State will create and expand partnerships, exploring opportunities for improving services, leveraging information technologies, and achieving efficiencies. Through thoughtful application of information technology, the State will overcome geographic barriers and inequities by increasing accessibility of government to its constituents.

## Goal – Establish best practices to procure information technologies and services.

The State will take an enterprise perspective in regard to IT procurement practices providing opportunities to leverage the State's collective buying power and reduce costs for technology.

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